

# Productivity Measures Flexible Work Options

Job: Accounting Clerk

What needs to be accomplished?	What does it look like when it is “done right”?			What is the back-up plan?
	Quality	Quantity	Timeliness	
Respond to all inquiries (in person, phone or email) with accurate and complete information	Response to all inquiries by providing the right information to correctly answer the question and/or information to resolve the issues with the initial response.  Inquiries that are not handled by this group are forwarded to the correct person for response and the person inquiring is notified.	95% of inquiries resolved or referred to correct person for resolution with 1st response  Handle 25 inquiries/week	Respond within 1 business day of in inquiry receipt	Joan will handle all urgent inquiries.  Email and voice mail notification will request urgent inquires be sent to Joan on days not working.  Will touch base with Joan on return to get status of requests she handled.
Parking Charge Backs	All paid invoices are charged back to the user departments Every user department is charged the correct amount for the spaces used	100%	Monthly	.None needed

Step 1: What does this job need to accomplish to be successful? Determine what ACCOMPLISHMENTS are needed to successfully perform the job. (Focus on Accomplishments - To determine the difference between activity, accomplishment and outcome see the descriptions below. Source: <http://www.opm.gov/perform/WPPDF/2002/HANDBOOK.PDF>)

- o **ACTIVITIES** are the actions taken to produce results and are generally described using verbs. Examples include:
  - filing documents
  - developing software programs
  - answering customer questions
  - writing reports
- o **ACCOMPLISHMENTS** (or outputs) are the products or services (the results) of employee and work unit activities and are generally described using nouns. Examples include:
  - files that are orderly and complete
  - a software program that works
  - accurate guidance to customers
  - a report that is complete and accurate
- o **OUTCOMES** are the final results of an organization’s products and services (and other outside factors that may affect performance). Examples of outcomes could include:
  - reduced number of transportation-related deaths
  - improved fish hatcheries
  - a decrease in the rate of teenage alcoholism
  - clean air

Step 2: What does it look like when it’s “done right”? Determine the Quality, Quantity and Timeliness that is required to know it has been accomplished successfully. Those 3 elements are defined below:

- o **QUALITY** addresses how well the employee or work unit performed the work and/or the accuracy or effectiveness of the final product. Quality refers to accuracy, appearance, usefulness, or effectiveness. Quality measures can include error rates (such as the number or percentage of errors allowable per unit of work) and customer satisfaction rates (determined through a customer survey).
- o **QUANTITY** addresses how much work the employee or work unit produced. Quantity measures are expressed as a number of products produced or services provided, or as a general result to achieve.
- o **TIMELINESS** addresses how quickly, when, or by what date the employee or work unit produced the work.

Step 3: If a “Back-up” plan is appropriate for this accomplishment, what is the back-up plan? Back-up is a way or person who can do the accomplishment when the employees is not available

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